



*Serving Hillsdale, Jackson and Lenawee*



**Giving It's**

**To the Region**

## **Linking Workforce, Economic, and Education Development Partners Together to Serve Business**

### ***Overview of the BEST Process...***

Over the past five years, Michigan State Human Resources Development Inc has developed and implemented the Business Enhancement through Services and Training (BEST) process which collaborates with workforce, education, and economic development partners and focuses on serving business through a “demand driven” workforce development system.

The concept of B.E.S.T is to leverage all available partner assets to keep business competitive in a global market in order to save as well as create jobs. With increasing global competition for jobs, it is imperative that employers, education, economic and workforce development partners collaborate and work together for the collective good of the community.

Using the B.E.S.T process linked to a “demand driven” workforce development system increases the number of employers and job seekers who are served resulting in a lower cost per participant and higher performance standard numbers. Another positive point is that strategic planning for the system is possible with this process.

### **The BEST MODEL**

BEST is designed to address three areas of need in a business by following a defined process:

#### **#1 FACT FINDING**

#### **#2 DESIGN OF TRAINING**

#### **#3 PROCESS IMPLEMENTATION.**

**1. Fact Finding:** The process starts with a needs assessment by way of the key decision maker(s) to define the programs and services required to meet expectations.

**2. Design of Training:** 1. A training plan is designed and presented to the key decision maker(s) for approval. 2. Monetary investment is figured for the project. Grant funding is explored to offset costs. 3. Outcomes and measurements are defined. 4. Timelines are set.

**3. Implementation of Training:** 1. Training starts and is delivered according to the timelines. 2. Outcomes are measured to assure quality.

### **THREE SERVICE LEVELS OF BEST**

**Level One:** BEST can customize recruitment and training services for economic development projects, to meet business growth needs. This process leverages value added and workforce dollars to the enhance value of the project for the employer. It has proven to be a key element in attracting and retaining employers in the local area.

**Level Two:** BEST can work with employers to explore options that may prevent the closing of facilities and/or to reinvest/increase capacity in downsized facilities.

**Level Three:** The BEST process has a BEST Practices component that drills down into the business to address issues causing loss of profitability and business. Efforts are coordinated with education, state, local and county economic development to pull together all the tools needed to address these issues and affect change.

The BEST practices process uses a team approach to work with employers, and specifically designs services, processes and training based on the fact finding element to address challenges in the following and other areas:

- Employee turnover and retention rates
- Absenteeism
- Productivity
- Training needs
- Recruitment of new employees
- Organizational climate and labor relations
- Skill upgrade training
- Employee empowerment
- Quality problems
- Loss of business

B.E.S.T is a process that meets the goals of the US Department of Labor in linking education, economic development, and workforce development. It has been presented at international, national, and state conferences and is currently being implemented in South Central Michigan.

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